

# HOW TO MAKE A

# One-Time Bill Payment



Make a one-time payment on your utility statement - without registering in the new system.



**TIP:** Review this how-to as you make your payment or download and print it for reference

3 MIN



Making a one-time payment is secure and takes about 3 minutes!



# Ready? Let's get started!

For quicker payment, grab these **two items**

## Payment method



bank routing/account info (check)



or credit card



**TIP: E-check is the preferred method**

## Your utility account number

from your paper or online utility statement

UTILITY SERVICES STATEMENT

Last Bill	Payments/Credits	Deposits	Adjustments	Balance Forward	Current Charges	Amount Due
\$100.00	\$71.00	\$0.00	\$0.00	\$29.00	\$71.00	\$100.00

Bill Date: 04/04/19 Service Period: 03/02/19 to 04/03/19 Due Date: 04/24/19

SEWER \$24.00  
MISC. CHARGES \$47.00  
Phone: 520-791-3242 Phone: 520-791-3171

JOHN DOE  
ACCOUNT NUMBER  
**1234567-12345**  
123 PEARL RD  
AMOUNT DUE: \$100.00

PAST DUE BALANCE \$29.00  
Please pay immediately to avoid additional fees.

MISCELLANEOUS \$2.00  
Disallowed charges on reverse.

METER # 12345678

Late Notice  
Our records show that a portion of your account is Past Due. Please pay the

# Connect!

Use any device with a **web browser**



Type [tucsonaz.gov/payutility](https://tucsonaz.gov/payutility) into your browser

OR

Visit [tucsonaz.gov](https://tucsonaz.gov) and click on **Pay Your Water Bill**

# Start Here to Make Payment



Customer Portal



[English](#) | [Español](#)

## Login

### Email

### Password

Don't have an account [Register Now](#)

Login

[Forgot your password?](#)



## Make One-Time Payment

Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.

Payments made prior to 6pm MST will be posted to your account next day. Payments made after 6pm MST will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.

Pay Now

Click on Pay Now

 **Enter Account Information**

Payment Type



Please enter your account number as shown on your bill, including the dash.

Account Number

XXXXXXXX-XXXXXX

Street Number

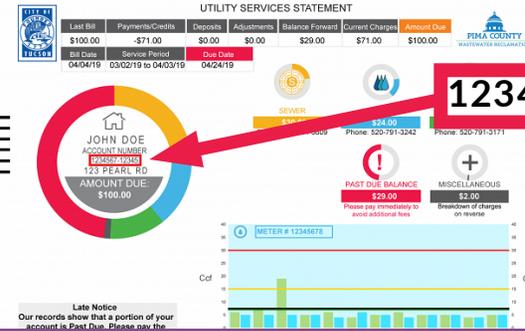
6105

 Pay Another Account

Continue



**TIP: Here's how to locate your account number!**



**1234567-12345**

Enter just your street number - no name required. If you live at 6789 Jones St., only enter 6789

Enter the account number on your utility statement - include the dash. **Do not add any leading zeros!**

Click to enter multiple account payments. Remember, you'll need to click **CONTINUE** when finished entering accounts

Click if you are making payment on **ONE** utility account

Enter or review info on the screen. All fields must be complete unless labeled as optional. You will need to enter your email address and then re-enter it to confirm

Your current utility info



**TIP:** Remember, there are maximum payment amounts for debit/credit cards and E-checks. More info is at [tucsonaz.gov/payutility](http://tucsonaz.gov/payutility)

### Enter Payment Information

All fields are required unless labeled as optional

First Name: RONALD Middle Name: [Optional]

Last Name: XXXXXX Daytime Phone Number: (520) 903-7901

ZIP Code: 85743

Email: Ronald@gmail.com Re-Enter email: Ronald@gmail.com

#### Payment Components

Payment Type	Account Number	Street Number	Date Due	Amount Due	Payment Amount	Payment Date
Utility Bill	XXXXXXXX-XXXXXX	6105	Nov 6, 2019	\$356.26	356.26	<input checked="" type="radio"/> Now <input type="radio"/> Later

**Total due**

#### Payment Method

echeck

Where can I find the below information?  
 Checking  Savings

Routing Number: [Enter routing number]

Account Number: [Enter account number]

Bank Name: [Enter bank name]

Account Holder Name: [Enter account holder]

VISA DEBIT  Debit MasterCard

Select Now or Later. If you select Later, a calendar will appear so you can select a payment date

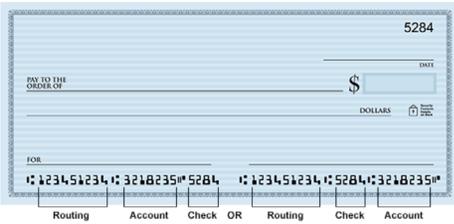
**!** You must enter your name exactly as it appears on your account. The name on the account, and routing and account numbers must all match your bank info.

# Select a Payment Method

Follow the prompts



**TIP:** Click here to find your routing and account number



## Payment Method



eCheck / Bank Account

Where can I find the below information?

Checking  Savings

Routing Number

XXXXXXXXXX

Account Number

XXXXXX

Bank Name

XXXXXXXXXXXXXX

Account Holder Name

Ronald XXXXXX



**TIP:** E-check/bank account is preferred - it never expires like a credit card!



You must enter your name exactly as it appears on your account. The name on the account, and routing and account numbers must all match your bank info.



Credit Card



PayPal



PayPal Credit



Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after ?

Venmo



Amazon Pay

< Back

Continue

Click here to continue

# You're Almost Done!



One Time Payment

Confirm Payment



## Confirm Payment

### Payment Method



Bank Account: \*\*4544  
Routing Number: \*\*\*\*4795

### Payments

Payment Type	Account Number	Street Number	Payment Amount	Payment Date
Utility Bill	xxxxxxx-xxxxxx	6105	\$356.26	Now (03/27/2020)

Payment Amount

**Read the Terms**

**\$356.26**

[Click to read the Payment Authorization Terms](#)

I authorize payment and agree to the Payment Authorization Terms

Click the **PAY** button to complete your payment.

< Back

**Pay \$356.26**

**Click here**

**Click to checkmark**

## Current Bill

Name RONALD XXXXXX

Accounts xxxxxxxx-xxxxxx

# You're Done!



One Time Payment

Payment Receipt

 **Payment Receipt**

Your payment has been accepted.

Confirmation #	66982536
Payment Type	Utility Bill
Account #	XXXXXXXX-XXXXXX
Street #	6105
Status	Accepted
Payment Date	Mar 27, 2020 – 11:32:04 AM
Payment Method	Checking Account **4544
Payment Amount	\$356.26

[Print](#) [Make Another Payment](#) [Back to Tucson Water](#)

Print, Make Another Payment,  
or Connect to the Tucson Water  
homepage

# To Get Help



Solving issues with  
a bill pay account  
you've **already set up**



**Call**  
**1-800-420-1663**



Help with your  
**utility billing** itself



**Call**  
**520-791-3242**



**TIP:** Sign up to autopay by text or email and go  
green. Go to **[tucsonaz.gov/payutility](https://tucsonaz.gov/payutility)** to register.  
It's secure and convenient